

## Public reporting complaints statistics 2017/18 – Quarter 4

**Committee**      Audit and Standards

**Date of meeting**    8 June 2018

**Date of report**    23 May 2018

### Report by Assistant Chief Executive

#### 1. Object of report

To provide the committee with the statistics for the fourth quarter (Q4) of 2017/18.

#### 2. Background

SPT takes all complaints seriously and feedback is used in a constructive way to learn and better improve the services delivered.

As background and context, in Q4, SPT delivered more than 3 million Subway journeys, 1.3 million passenger journeys on subsidised bus routes, 120,000 MyBus journeys, and approximately 4 million entries/exits were made at SPT bus stations.

#### 3. Outline of proposals

120 complaints were received in Q4, all of which (100%) were responded to within the prescribed timescale. Of this total, 25 (21%) complaints did not concern SPT services and related to other transport delivery organisations e.g. bus operators and ScotRail.

Table 1 shows the main areas of service delivery where complaints were received in Q4:

Table 1: Complaints by service delivery area in Q4

Service delivery area	No. of complaints received in Q4 2017/18	No. of complaints responded to in prescribed timescale	%	No. of complaints received in Q4 2016/17
Bus stations	5	5	100	4
MyBus	4	4	100	4
Network planning	53	53	100	19
Subway	20	20	100	29
ZoneCard	6	6	100	Nil
Other SPT services	7	7	100	4
Non SPT services	25	25	100	28
<b>Total</b>	<b>120</b>	<b>120</b>	<b>100</b>	<b>88</b>

Table 2 shows the communication method(s) used.

Table 2: Complaints by communication method in Q4

Service delivery area	Telephone	In writing	e-mail
Bus stations			5
MyBus			4
Network planning	8	2	43
Subway	1		19
ZoneCard			6
Other SPT services	1		6
Non SPT services			25
<b>Total</b>	<b>10</b>	<b>2</b>	<b>108</b>

Table 3 shows the main reason(s) for complaint(s).

Table 3: Complaints by reason in Q4

Service delivery area	Staff issue	Service provision	Service disruption	Other	Non SPT
Bus stations	2		1	2	
MyBus	1		3		
Network planning		53			
Subway	5	2	4	9	
ZoneCard		6			
Other SPT services				7	
Non SPT services					25
<b>Total</b>	<b>8</b>	<b>61</b>	<b>8</b>	<b>18</b>	<b>25</b>

All complaints are considered and investigated thoroughly. SPT will continue to monitor customer complaints, using the information to learn and improve service delivery.

Examples of complaints received in Q4

The following (examples of) complaints were received in Q4:

*'Travel centre at Buchanan Bus station closure'* (Bus stations);

*'Driver attitude/rear number plate was completely unreadable due to road conditions'* (MyBus);

*'Kilcreggan ferry being off again due to technical difficulties'* (Network planning);

*'Shields road ticket machine broken, can it be fixed?'* (Subway);

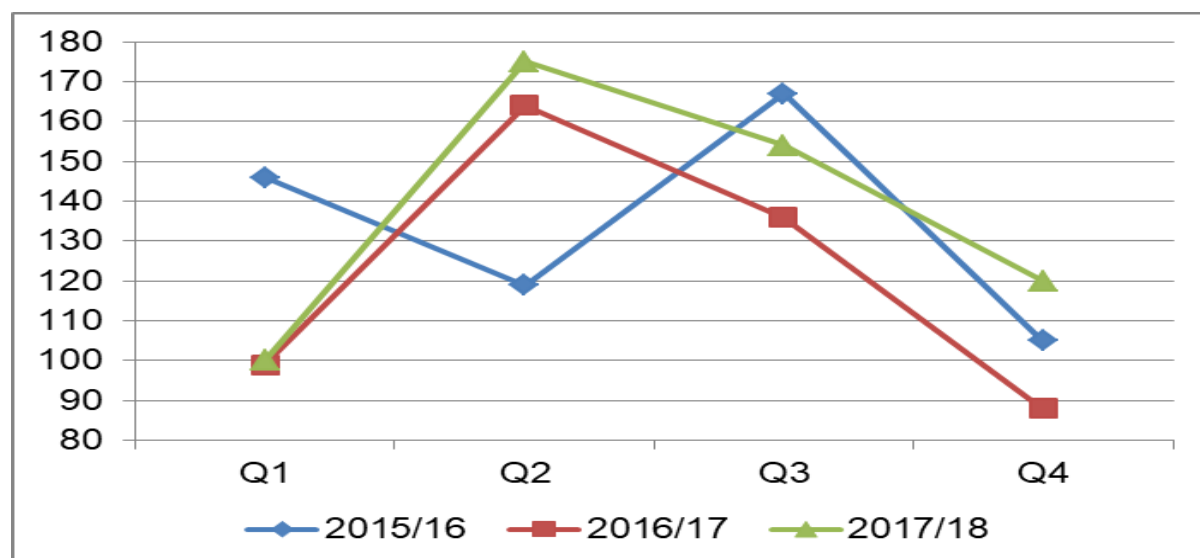
*'ScotRail issued ZoneCard with wrong end date'* (ZoneCard);

*'Bus stop information display'* (Other SPT services);

*'Trains all cancelled Bearsden to Queen Street'* (Non SPT services).

## Statistics

In 2017/18, 549 complaints were received, all of which (100%) were responded to within the prescribed timescales. The following graph shows the number of complaints received by quarter in 2015/16 (537), 2016/17 (487) and 2017/18 (549).



#### 4. Committee action

The committee is recommended to note the level of complaints received, in the context of the volume of service provided.

#### 5. Consequences

Policy consequences	<i>None directly</i>
Legal consequences	<i>Complies with Scottish Public Services Ombudsman (SPSO) requirements.</i>
Financial consequences	<i>None directly</i>
Personnel consequences	<i>Individual matters are investigated.</i>
Equalities consequences	<i>None directly</i>
Risk consequences	<i>None directly</i>

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